

Enterprise Incident Report September 2011

As of 10/3/2011

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Governor's Office	2	48	50
	2	26	28
Customer Company Total	2	48	50
	2	26	28

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Governor's Office	2 0	48 5	50 5
Customer Company Total	2 0	48 5	50 5

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Governor's Office	2 0.00	48 0.38	50 0.37
Customer Company Total	2 0.00	48 0.38	50 0.37

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Governor's Office	2 0	48 3	50 3
Customer Company Total	2 0	48 3	50 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Governor's Office	2 0.00	48 2.03	50 1.95
Customer Company Total	2 0.00	48 2.03	50 1.95

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Detail

INC000000376658	John Nowoslawski Help Desk	Application Vicky Marrelli	Reporting Governor's Office	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376841	Don Willie Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376843	Connie Wettlaufer Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376845	Connie Wettlaufer Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377083	Pamela Blackham Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377091	Patsy Buchi Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377896	Andrew Bernstein Metro B Desktop Support	Application Bill Crowther	None Governor's Office	Novell GroupWise Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.07 2.98
INC000000377990	John Nowoslawski Voice/Data/WAN Services	Telecom T Artis	Voice Mail Governor's Office	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000378085	Samantha Julian Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 1.78
INC000000378401	Jacey Skinner Application Services	Application Martin Gonzalez	Password Governor's Office	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 1.20
INC000000379201	John Nowoslawski Metro B Help Desk	Application Janet Hongsyvilay	None Governor's Office	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.64
INC000000379587	Jackie Jameson Voice Operations	Telecom Kelly Johnson	Voice Mail Governor's Office	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
INC000000379594	Jackie Jameson Voice Operations	Telecom Kelly Johnson	Voice Mail Governor's Office	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379884	Kim Dent Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379947	Nancy Neilson Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380142	Andrew Bernstein Metro B Desktop Support	Application Bill Crowther	Error Governor's Office	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.68

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INC000000381349	Pamela Blackham Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381735	Michael Kjar Voice Operations	Telecom Romanza Hamblin	Feature Governor's Office	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.18
INC000000381849	Justin Siebenhaar Help Desk	Application Eileen Dubach	Password Governor's Office	State Payroll Time Entry System High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382029	Shannon Simonsen Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382685	Gloria Hunt Help Desk	Application Vicky Marrelli	Error Governor's Office	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382707	Gloria Hunt Voice Operations	Telecom Lois Schow	Voice Mail Governor's Office	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.41
INC000000382814	Patsy Buchi Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383341	Andrew Bernstein Application Services	None Danielle Hood	None Governor's Office	BlackBerry Configuration Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.18 44.20
INC000000383342	Andrew Bernstein Metro B Help Desk	None Gary Graham	None Governor's Office	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000383676	Jackie Jameson Capitol Desktop Support	Network Chad Poll	None Governor's Office	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.05 1.05
INC000000384139	Cuong Nguyen Help Desk	Application Vicky Marrelli	Password Governor's Office	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384197	Cuong Nguyen Help Desk	Network Vicky Marrelli	Password Governor's Office	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.89
INC000000384475	Brandon Malman Metro B Hosting	Network James Gramse	None Governor's Office	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.46 6.63
INC000000384521	Jill Flygare Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384776	Clifford Strachan Voice Operations	Telecom Lois Schow	Voice Mail Governor's Office	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 1.25
INC000000384949	Samantha Julian Metro B Help Desk	None Val Shepherd	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385033	Ken Vargason Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000385044	Cody Stewart	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000385681	Andrew Bernstein	None	None	Novell Messenger	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.55
INC000000385835	Andrew Bernstein	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.19
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 1.15
INC000000386246	Andrew Bernstein	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 1.35
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 2.57
INC000000386619	John Nowoslawski	None	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.66
Application Services	Dustin Crump	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 1.53
INC000000386849	Andrew Bernstein	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.69
Metro B Desktop Support	Matthew Blunk	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 2.19
INC000000386936	Andrew Bernstein	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.09
Voice Operations	Lois Schow	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000387144	Cheralyn Anderson	None	None	Ipads	TIR Missed: Yes	TIR: 1.25
Application Services	Danielle Hood	Governor's Office	Low	Resolved	TTR Missed: Yes	TTR: 19.42
INC000000387220	Kimberlee Willette	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387514	Cuong Nguyen	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.19
Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.63
INC000000387722	Connie Wettlaufer	Network	Incident	None	TIR Missed: No	TIR: 0.19
Network Operations	Dave Bodily	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 2.62
INC000000388156	Cheralyn Anderson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.82
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 1.93
INC000000388436	Ned Searle	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.36
Voice Operations	Romanza Hamblin	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000389850	Alexander Scott	Application	None	Adobe Acrobat	TIR Missed: No	TIR: 0.28
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.94
INC000000389906	Pamela Blackham	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391010	Clair Webster	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391545	Noleen Warrick	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00